

This Page Is Inserted by IFW Operations  
and is not a part of the Official Record

## **BEST AVAILABLE IMAGES**

Defective images within this document are accurate representations of the original documents submitted by the applicant.

Defects in the images may include (but are not limited to):

- BLACK BORDERS
- TEXT CUT OFF AT TOP, BOTTOM OR SIDES
- FADED TEXT
- ILLEGIBLE TEXT
- SKEWED/SLANTED IMAGES
- COLORED PHOTOS
- BLACK OR VERY BLACK AND WHITE DARK PHOTOS
- GRAY SCALE DOCUMENTS

**IMAGES ARE BEST AVAILABLE COPY.**

As rescanning documents *will not* correct images,  
please do not report the images to the  
Image Problem Mailbox.

L Number	Hits	Search Text	DB	Time stamp
1	83	speechworks.asn. or scansoft.asn.	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/20 18:14
2	8	(speechworks.asn. or scansoft.asn.) and voice and table	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/20 17:58
3	8	"6061651"	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/20 17:59
4	19871	((voice near3 (interact\$5 or respon\$5 or prompt\$4)) or ivr)	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/20 18:07
5	3905	((voice near3 (interact\$5 or respon\$5 or prompt\$4)) or ivr) ) and (voice with prompt\$1)	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/20 18:08
6	768	((voice near3 (interact\$5 or respon\$5 or prompt\$4)) or ivr) ) and (voice with prompt\$1) same (outside or separat\$3 or independent\$1 or apart or out)	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/20 18:10
7	354	((voice near3 (interact\$5 or respon\$5 or prompt\$4)) or ivr) ) and (voice with prompt\$1) same (outside or separat\$3 or independent\$1 or apart or out) same (script\$1 or program or code or modul\$2 or application)	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/20 18:11
8	156	((voice near3 (interact\$5 or respon\$5 or prompt\$4)) or ivr) ) and (voice with prompt\$1) same (outside or separat\$3 or independent\$1 or apart or out) near10 (script\$1 or program or code or modul\$2 or application)	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/20 18:11
9	121	((voice near3 (interact\$5 or respon\$5 or prompt\$4)) or ivr) ) and (voice with prompt\$1) same (outside or separat\$3 or independent\$1 or apart or out) near10 (script\$1 or program or code or modul\$2 or application)) and (@ad<20010530 or @rlad<20010530 or @prad<20010530)	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/20 18:14
-	752	galli.in.	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/19 16:23
-	7	galli.in. and voice	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/19 16:27
-	14	ibm.asn. and voice near4 interactiv\$3	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/19 16:28
-	3	(ibm.asn. and voice near4 interactiv\$3) and (assign\$6 or table)	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/19 16:46

-	0	2000215022.URPN.	USPAT	2004/07/19 16:29
-	0	2000215022.URPN.	USPAT	2004/07/19 16:29
-	3	(ibm.asn. and voice near4 interactiv\$3) and (morgan.in. or roberts.in. or craig.in. or alan.in.)	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/19 16:47
-	0	ibm.in. and (morgan.in. or roberts.in. or craig.in. or alan.in.)	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/19 16:47
-	2773	ibm.asn. and (morgan.in. or roberts.in. or craig.in. or alan.in.)	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/19 16:48
-	42	(ibm.asn. and (morgan.in. or roberts.in. or craig.in. or alan.in.)) and voice	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/19 17:09
-	470	voice near4 interact\$5 same (table or hash\$3 or assign\$6)	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/19 17:11
-	147	(voice near4 (interact\$5 or respon\$5 or prompt\$4)) same (outside or separat\$3 or apart) same (table or hash\$3 or assign\$6)	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/19 17:14
-	155	(voice near4 (interact\$5 or respon\$5 or prompt\$4)) same (tailor\$4 or attatch\$5 or outside or separat\$3 or apart) same (table or hash\$3 or assign\$6)	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/19 17:19
-	218	((voice near4 (interact\$5 or respon\$5 or prompt\$4)) or ivr) near5 (program\$3 or script\$1 or code or modul\$2) same (table or hash\$3 or assign\$6)	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/19 17:32
-	2594	((voice or speech\$2 or beep\$1 or tone\$1 or music or spoken or "synthesized words" or signal\$1 or audio\$1) same (interact\$5 or respon\$5 or prompt\$4)) or ivr) near5 (program\$3 or call\$2flow or instruction\$1 or script\$1 or code or modul\$2) same (table or hash\$3 or assign\$6)	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/19 17:36
-	72	((voice or speech\$2 or beep\$1 or tone\$1 or music or spoken or "synthesized words" or signal\$1 or audio\$1) same (interact\$5 or respon\$5 or prompt\$4)) or ivr) near5 (program\$3 or call\$2flow or instruction\$1 or script\$1 or code or modul\$2) same (table or hash\$3 or assign\$6) same database	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/19 18:00
-	687	((voice or speech\$2 or beep\$1 or tone\$1 or music or spoken or "synthesized words" or signal\$1 or audio\$1) same (interact\$5 or respon\$5 or prompt\$4)) or ivr) same (program\$3 or call\$2flow or instruction\$1 or script\$1 or code or modul\$2) same (table or hash\$3 or assign\$6) same database	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/19 18:00

-	3	((voice or speech\$2 or beep\$1 or tone\$1 or music or spoken or "synthesized words" or signal\$1 or audio\$1) same (interact\$5 or respon\$5 or prompt\$4)) or ivr) near5 (program\$3 or call\$2flow or instruction\$1 or script\$1 or code or modul\$2) near3 (modif\$4 or edit\$4 or chang\$4 or updat\$3 or add\$3 or re\$1compil\$6 )same(table or hash\$3 or assign\$6) same database	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/19 18:04
-	56	((voice near3 (interact\$5 or respon\$5 or prompt\$4)) or ivr) same (program\$3 or call\$2flow or instruction\$1 or script\$1 or code or modul\$2) near3 (modif\$4 or edit\$4 or chang\$4 or updat\$3 or add\$3 or re\$1compil\$6 )and(table or hash\$3 or assign\$6) same database	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/19 19:25
-	0	20030161449.URPN.	USPAT	2004/07/19 18:11
-	467	((voice near3 (interact\$5 or respon\$5 or prompt\$4)) or ivr) near4 (modif\$4 or edit\$4 or chang\$4 or updat\$3 or add\$3 or re\$1compil\$6 or tailor\$3 )and(table or hash\$3 or assign\$6)	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/19 18:23
-	474	((voice near3 (interact\$5 or respon\$5 or prompt\$4)) or ivr) near4 (modif\$4 or edit\$4 or chang\$4 or updat\$3 or add\$3 or alter\$3 or re\$1compil\$6 or tailor\$3 )and(table or hash\$3 or assign\$6)	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/20 12:40
-	418	((voice near3 (interact\$5 or respon\$5 or prompt\$4)) or ivr) near4 (modif\$4 or edit\$4 or chang\$4 or updat\$3 or add\$3 or alter\$3 or re\$1compil\$6 or tailor\$3 )and(table or hash\$3 or assign\$6) ) not (((voice near3 (interact\$5 or respon\$5 or prompt\$4)) or ivr) same (program\$3 or call\$2flow or instruction\$1 or script\$1 or code or modul\$2) near3 (modif\$4 or edit\$4 or chang\$4 or updat\$3 or add\$3 or re\$1compil\$6 )and(table or hash\$3 or assign\$6) same database) or (((voice or speech\$2 or beep\$1 or tone\$1 or music or spoken or "synthesized words" or signal\$1 or audio\$1) same (interact\$5 or respon\$5 or prompt\$4)) or ivr) near5 (program\$3 or call\$2flow or instruction\$1 or script\$1 or code or modul\$2) near3 (modif\$4 or edit\$4 or chang\$4 or updat\$3 or add\$3 or re\$1compil\$6 )same(table or hash\$3 or assign\$6) same database) or (((voice or speech\$2 or beep\$1 or tone\$1 or music or spoken or "synthesized words" or signal\$1 or audio\$1) same (interact\$5 or respon\$5 or prompt\$4)) or ivr) near5 (program\$3 or call\$2flow or instruction\$1 or script\$1 or code or modul\$2) same(table or hash\$3 or assign\$6) same database) or ((voice near4 (interact\$5 or respon\$5 or prompt\$4)) or ivr) near5 (program\$3 or script\$1 or code or modul\$2) same(table or hash\$3 or assign\$6)))	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/19 18:33

-	414	((((voice near3 (interact\$5 or respon\$5 or prompt\$4)) or ivr) near4 (modif\$4 or edit\$4 or chang\$4 or updat\$3 or add\$3 or alter\$3 or re\$1compil\$6 or tailor\$3 )and(table or hash\$3 or assign\$6) ) not (((voice near3 (interact\$5 or respon\$5 or prompt\$4)) or ivr) same (program\$3 or call\$2flow or instruction\$1 or script\$1 or code or modul\$2) near3 (modif\$4 or edit\$4 or chang\$4 or updat\$3 or add\$3 or re\$1compil\$6 )and(table or hash\$3 or assign\$6) same database) or (((voice or speech\$2 or beep\$1 or tone\$1 or music or spoken or "synthesized words" or signal\$1 or audio\$1) same (interact\$5 or respon\$5 or prompt\$4)) or ivr) near5 (program\$3 or call\$2flow or instruction\$1 or script\$1 or code or modul\$2) near3 (modif\$4 or edit\$4 or chang\$4 or updat\$3 or add\$3 or re\$1compil\$6 )same(table or hash\$3 or assign\$6) same database) or (((voice or speech\$2 or beep\$1 or tone\$1 or music or spoken or "synthesized words" or signal\$1 or audio\$1) same (interact\$5 or respon\$5 or prompt\$4)) or ivr) near5 (program\$3 or call\$2flow or instruction\$1 or script\$1 or code or modul\$2)same(table or hash\$3 or assign\$6) same database) or ((voice near4 (interact\$5 or respon\$5 or prompt\$4)) or ivr) near5 (program\$3 or script\$1 or code or modul\$2)same(table or hash\$3 or assign\$6)))) not (((voice near4 (interact\$5 or respon\$5 or prompt\$4)) same (outside or separat\$3 or apart) same (table or hash\$3 or assign\$6)) or ((voice near4 (interact\$5 or respon\$5 or prompt\$4)) same (tailor\$4 or attatch\$5 or outside or separat\$3 or apart) same (table or hash\$3 or assign\$6)) or (((voice near4 (interact\$5 or respon\$5 or prompt\$4)) or ivr) near5 (program\$3 or script\$1 or code or modul\$2)same(table or hash\$3 or assign\$6)))	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/19 18:44
---	-----	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------	---------------------

-	63	((((voice near3 (interact\$5 or respon\$5 or prompt\$4)) or ivr) near4 (modif\$4 or edit\$4 or chang\$4 or updat\$3 or add\$3 or alter\$3 or re\$1compil\$6 or tailor\$3 )and(table or hash\$3 or assign\$6) ) not (((voice near3 (interact\$5 or respon\$5 or prompt\$4)) or ivr) same (program\$3 or call\$2flow or instruction\$1 or script\$1 or code or modul\$2) near3 (modif\$4 or edit\$4 or chang\$4 or updat\$3 or add\$3 or re\$1compil\$6 )and(table or hash\$3 or assign\$6) same database) or (((voice or speech\$2 or beep\$1 or tone\$1 or music or spoken or "synthesized words" or signal\$1 or audio\$1) same (interact\$5 or respon\$5 or prompt\$4)) or ivr) near5 (program\$3 or call\$2flow or instruction\$1 or script\$1 or code or modul\$2) near3 (modif\$4 or edit\$4 or chang\$4 or updat\$3 or add\$3 or re\$1compil\$6 )same(table or hash\$3 or assign\$6) same database) or (((voice or speech\$2 or beep\$1 or tone\$1 or music or spoken or "synthesized words" or signal\$1 or audio\$1) same (interact\$5 or respon\$5 or prompt\$4)) or ivr) near5 (program\$3 or call\$2flow or instruction\$1 or script\$1 or code or modul\$2)same(table or hash\$3 or assign\$6) same database) or ((voice near4 (interact\$5 or respon\$5 or prompt\$4)) or ivr) near5 (program\$3 or script\$1 or code or modul\$2)same(table or hash\$3 or assign\$6)))) not (((voice near4 (interact\$5 or respon\$5 or prompt\$4)) same (outside or separat\$3 or apart) same (table or hash\$3 or assign\$6)) or ((voice near4 (interact\$5 or respon\$5 or prompt\$4)) same (tailor\$4 or attatch\$5 or outside or separat\$3 or apart) same (table or hash\$3 or assign\$6)) or (((voice near4 (interact\$5 or respon\$5 or prompt\$4)) or ivr) near5 (program\$3 or script\$1 or code or modul\$2)same(table or hash\$3 or assign\$6)))) and (database same (pre\$1recorded ro pre\$1determined or pre\$1stored))	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/19 18:35
---	----	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------	---------------------







-	523	ibm and (voice with response with interactive)	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM TDB	2004/07/19 19:11
-	181	(ibm and (voice with response with interactive)) and (( loop\$lup or table or hash) same database)	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM TDB	2004/07/19 19:12



-	96	((voice near3 (interact\$5 or respon\$5 or prompt\$4)) or ivr) near4 customiz\$5	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/20 12:38
-	1460	((voice near3 (interact\$5 or respon\$5 or prompt\$4)) or ivr) near4 (customiz\$5 or modif\$7 or replac\$4 or creat\$4 or develop\$4 or implement\$5 or edit\$4 or chang\$4 or updat\$3 or add\$3 or alter\$3 or re\$1compil\$6 or tailor\$3 )	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/20 12:45
-	1291	((voice near3 (interact\$5 or respon\$5 or prompt\$4)) or ivr) near3 (customiz\$5 or modif\$7 or replac\$4 or creat\$4 or develop\$4 or implement\$5 or edit\$4 or chang\$4 or updat\$3 or add\$3 or alter\$3 or re\$1compil\$6 or tailor\$3 )	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/20 12:45
-	383	((voice near3 (interact\$5 or respon\$5 or prompt\$4)) or ivr) near3 (customiz\$5 or modif\$7 or replac\$4 or creat\$4 or develop\$4 or implement\$5 or edit\$4 or chang\$4 or updat\$3 or add\$3 or alter\$3 or re\$1compil\$6 or tailor\$3 ) and (pre\$1determined or pre\$1stored or pre\$1recorded) same (script\$1 or call\$2flow\$1 or "call flow" or application or module\$1 or code or program\$1)	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/20 13:01
-	79	((voice near3 (interact\$5 or respon\$5 or prompt\$4)) or ivr) near3 (customiz\$5 or modif\$7 or replac\$4 or creat\$4 or develop\$4 or implement\$5 or edit\$4 or chang\$4 or updat\$3 or add\$3 or alter\$3 or re\$1compil\$6 or tailor\$3 ) and (pre\$1determined or pre\$1stored or pre\$1recorded) same (script\$1 or call\$2flow\$1 or "call flow" or application or module\$1 or code or program\$1) and compil\$5	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/20 12:48
-	80	((voice near3 (interact\$5 or respon\$5 or prompt\$4)) or ivr) near3 (customiz\$5 or modif\$7 or replac\$4 or creat\$4 or develop\$4 or implement\$5 or edit\$4 or chang\$4 or updat\$3 or add\$3 or alter\$3 or re\$1compil\$6 or tailor\$3 ) and (pre\$1determined or pre\$1stored or pre\$1recorded) same (script\$1 or call\$2flow\$1 or "call flow" or application or module\$1 or code or program\$1) and (compil\$5 or re\$1compil\$5)	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/20 12:49
-	93	((voice near3 (interact\$5 or respon\$5 or prompt\$4)) or ivr) near3 (customiz\$5 or modif\$7 or replac\$4 or creat\$4 or develop\$4 or implement\$5 or edit\$4 or chang\$4 or updat\$3 or add\$3 or alter\$3 or re\$1compil\$6 or tailor\$3 ) and (pre\$1determined or pre\$1stored or pre\$1recorded) same (script\$1 or call\$2flow\$1 or "call flow" or application or module\$1 or code or program\$1) same (database or table)	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/20 13:02

-	77	(((((voice near3 (interact\$5 or respon\$5 or prompt\$4)) or ivr) near3 (customiz\$5 or modif\$7 or replac\$4 or creat\$4 or develop\$4 or implement\$5 or edit\$4 or chang\$4 or updat\$3 or add\$3 or alter\$3 or re\$1compil\$6 or tailor\$3 )) and (pre\$1determined or pre\$1stored or pre\$1recorded) same (script\$1 or call\$2flow\$1 or "call flow" or application or module\$1 or code or program\$1)same (database or table)) not (((((voice near3 (interact\$5 or respon\$5 or prompt\$4)) or ivr) near3 (customiz\$5 or modif\$7 or replac\$4 or creat\$4 or develop\$4 or implement\$5 or edit\$4 or chang\$4 or updat\$3 or add\$3 or alter\$3 or re\$1compil\$6 or tailor\$3 )) and (pre\$1determined or pre\$1stored or pre\$1recorded) same (script\$1 or call\$2flow\$1 or "call flow" or application or module\$1 or code or program\$1)) and (compil\$5 or re\$1compil\$5)))	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/20 13:03
-	66	(((((voice near3 (interact\$5 or respon\$5 or prompt\$4)) or ivr) near3 (customiz\$5 or modif\$7 or replac\$4 or creat\$4 or develop\$4 or implement\$5 or edit\$4 or chang\$4 or updat\$3 or add\$3 or alter\$3 or re\$1compil\$6 or tailor\$3 )) and (pre\$1determined or pre\$1stored or pre\$1recorded) same (script\$1 or call\$2flow\$1 or "call flow" or application or module\$1 or code or program\$1)same (database or table)) not (((((voice near3 (interact\$5 or respon\$5 or prompt\$4)) or ivr) near3 (customiz\$5 or modif\$7 or replac\$4 or creat\$4 or develop\$4 or implement\$5 or edit\$4 or chang\$4 or updat\$3 or add\$3 or alter\$3 or re\$1compil\$6 or tailor\$3 )) and (pre\$1determined or pre\$1stored or pre\$1recorded) same (script\$1 or call\$2flow\$1 or "call flow" or application or module\$1 or code or program\$1)) and (compil\$5 or re\$1compil\$5))) and (@ad<20010530 or @rlad<20010530 or @prad<20010530)	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/20 15:19
-	2	"6718017"	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/20 15:20
-	1	"6718017" and flow	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/20 15:20
-	1	"6718017" and call	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/20 15:42
-	1	"simplified telephony"	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2004/07/20 17:54